Section C Statement of Objectives

Background

The U.S. Government Printing Office (GPO) is the Federal government's primary centralized resource for gathering, cataloging, producing, providing, and preserving published U.S. Government information in all its forms. Under the authority of Title 44 of the *U.S. Code* (http://www.access.gpo.gov/uscode/title44/title44.html), GPO has offered Congress, the courts, and Federal agencies a set of centralized services that enables them to easily and cost effectively produce printed documents. In addition, GPO has offered these publications for sale to the general public and made them widely available for no-fee public access through the Federal Depository Library Program (FDLP). GPO also provides no-fee search capabilities and access to full text documents for print and download through *GPO Access* (http://www.gpoaccess.gov/). There are currently over one million downloads per day making it one of America's primary online sources for U.S. Government content.

GPO's Sales Program provides the public an opportunity to purchase official and/or authentic copies of tangible Government information products. GPO is recognized by the public as the primary central source for selling official versions of documents from all three branches of the Federal government. However, some agencies, such as the Cataloging Distribution Services at the Library of Congress (LC) and the United States Geological Society (USGS), have been given authority to sell the information they publish directly to the public.

By statute, U.S. Government information is in the public domain and not subject to copyright, making it possible for others to reproduce, sell, and/or distribute the information. U.S. Government information products created or enhanced for Federal publishing agencies on a fee basis or distributed on behalf of the GPO will not have copyright protection. However, GPO and some Federal agencies do protect the use of their official agency seals and other logos, and GPO does preclude the unauthorized use of its ISSN and ISBN numbers (examples of this have been included in Section J, Appendix A). These features differentiate the U.S. Official Government edition from others that may be reproduced.

In fiscal year 2004, GPO sold over 4.5 million tangible products resulting in gross revenue of over \$25 million. GPO believes that there is a significant opportunity to increase the number of products sold and boost revenue by expanding sales to the general

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¹ GPO defines its products as official if the content was issued by the United States Government at Government expense or as required by law. However, not all of these products are deemed "Official" in the legal sense and may not be sufficient for use in court. For example, the *Federal Register* is recognized as "Official" in both online and tangible formats whereas the *U.S. Code* can only be cited in court in its paper format.

² Product content is authenticated when GPO has verified it to be complete and unaltered when compared to the version approved or published by the original publishing agency.

public and resellers with improved marketing campaigns, new products, expanded publishing services for Federal agencies, and improved use of sales channels.

In order to achieve this, GPO is seeking innovative relationships with the private sector to create new business models for its Sales Program. These relationships will enable GPO to utilize more efficient business systems, expand the visibility and range of information products available for sale, and capitalize on industry publishing expertise. GPO expects these relationships to provide better service to customers by streamlining and improving order and fulfillment processes for tangible items as well as increasing the public's awareness of available publications. GPO also plans to utilize these relationships to expand the variety of information products available to the public including new electronic offerings that could include tangible derivatives. In addition, GPO will capitalize on industry expertise to offer services to Federal publishing agencies that will assist them in reaching their intended audiences as well as the general public. Work in a non-proprietary manner.

While improving the order and fulfillment processes for the Sales Program, GPO would also like to employ the same best business practices and processes to improve service to its FDLP partners. GPO currently works in partnership with nearly 1,300 libraries participating in the FDLP to provide the public with no-fee access to Government publications. Through a Congressional Appropriation, GPO is able to provide these publications to depository libraries for no-fee.

There are two types of libraries in the FDLP: Regional libraries, which are required to receive all publications distributed; and selective libraries that have greater flexibility in choosing publications for their collections. Selective depositories choose publications from the *List of Classes of United States Government Publications Available for Selection by Depository Libraries* to customize their collection for the particular patron group they serve, such as the academic or legal communities. These selections make up a depository library's unique profile that is used to distribute FDLP items. By exploring new methodologies for modernizing the selection, processing, and delivery of FDLP materials, GPO is seeking to streamline the process and make it more efficient and effective.

GPO expects the development of any relationship with the private sector to enhance the level of service that GPO currently offers to its Sales Program customers and library partners, as well as Federal agencies. However, GPO's commitment to provide the public with no-fee access to government information through the FDLP, including GPO Access³, remains the same. GPO will continue to distribute tangible Government publications that fall within the scope of the FDLP for no-fee public access through its depository library partners. Furthermore, GPO will not allow access to items available

³ As used in this document, GPO Access is an umbrella term for electronic Government information products that are in scope for the FDLP and made accessible to the public by or through GPO including:

Access files and public databases available on GPO Access and other GPO servers;

[•] Other remotely accessible electronic Government information products managed by either GPO or by other institutions with which GPO has established formal agreements; and

Remotely accessible electronic Government information products that GPO identifies, describes, and links to, but which remain under the control of the originating agencies.

through *GPO Access* to be restricted or otherwise diminished. The public will continue to be able to print and download this information without restriction.

At the same time that GPO is working to improve the service it provides customers, Federal Agencies, and library partners, it is also developing a digital content system (called the Future Digital System) to allow government content to be authenticated, versioned, preserved and made permanently accessible. This system will serve as the source for the storage and dissemination of digital Government content. GPO views the development of the Future Digital System (FDsys) as being largely complementary to the service-based relationship it is planning to establish with this Request for Proposal (RFP). The FDsys will provide the source of authentic digital content for the development of future electronic and print products.

More information detailing GPO's current processes has been included in Section J, Appendix B.

Vision

With this outsourcing endeavor, GPO wishes to increase public awareness of its sales products, enhance customer access for broader dissemination of Government information, expand distribution channels, create new derivative products, utilize advanced technologies for the sale, production, and distribution of tangible and electronic products to the public, expand publishing service offerings to Federal agencies, and modernize the selection and distribution processes of tangible information products to depository libraries. GPO hopes to achieve these goals using mutually beneficial performance-based revenue sharing models and fee-based service offerings.

Scope

The purpose of this Request for Proposals (RFP) is to find "Authorized Representatives" that will represent the GPO in offering official and/or authentic Government products to the public through the following four components: 1) the retail and wholesale marketing, sale, order fulfillment, and distribution of tangible products; 2) the retail marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services; 3) the offering of expanded publishing services to Federal publishing agencies; and 4) the modernization of systems for the depository library selection process and distribution of tangible materials through the FDLP.

GPO is seeking to select the same successful Offeror for both the sale of tangible products and for the selection and distribution services for depository libraries. GPO is open to having one or more successful Offeror for the sale of electronic products/services and publishing services components. Offerors are invited and encouraged to propose innovative ideas for a comprehensive solution encompassing all four components or only those that they feel qualified to provide. Use of subcontractors and/or partners, in the case of a joint venture, should be identified and integrated in the overall proposal. GPO reserves the right to not make an award for any or all of the four components.

GPO will require the successful Offeror(s) to safeguard and ensure the integrity of GPO-owned assets (Section J, Appendix C). The use of these assets or any other information obtained during the course of contract performance cannot be used for any purpose not authorized by GPO.

The following sections outline information that will help in the preparation of a response to GPO's request for an Offeror-written Statement of Work (SOW). Please refer to Section L for a listing of all the elements that should be included in each Offeror response.

Please note that all numerical listings used in this document are purely for reference purposes and are not meant to convey any sort of ranking.

GPO's Objectives

GPO seeking successful Offeror(s) that will help achieve the following objectives for the four components:

- 1. Increase GPO's revenue and reduce GPO's expenses through performance-based revenue sharing models for the marketing, sale, order fulfillment, and distribution of tangible and electronic products as well as fee-based schedules for the expanded publishing services offered to Federal agencies and the modernization of the processes for selection and distribution of tangible depository library materials.
- 2. Broaden the public's awareness and accessibility to Government documents in tangible and electronic formats through expanded marketing channels and development of new electronically derived products.
- 3. Eliminate GPO's financial and operational responsibilities associated with ownership and management of tangible sales inventory.
- 4. Transition from operations using legacy systems and manual processing to a more streamlined operation utilizing state-of-the-art technologies and modern business processes.
- 5. Modernize the selection process and improve the delivery of tangible titles to the libraries participating in the FDLP.
- 6. Improve customer service and satisfaction to Sales customers and FDLP partners.
- 7. Institute verifiable quality control and audit procedures that will provide GPO with an accurate assessment of performance objectives.
- 8. Safeguard and ensure the integrity of GPO-owned assets (Section J, Appendix C).

Component #1 - The Marketing, Sale, Order Fulfillment, and Distribution of Tangible Products

For Component #1, GPO is seeking an "Authorized Representative" to perform the activities of its Sales Program relating to the retail and wholesale marketing, sale, order fulfillment, and distribution of tangible products as part of a performance-based revenue sharing model. Tangible products include all publications, subscriptions, CDs, posters, maps, microfiche, videos, DVDs, and any other materials sold in a physical format. For more detail on current products please refer to Section J, Appendix D.

GPO will require a base compensation from the successful Offeror each year to cover operating expenses for remaining Sales Program support functions. For the first year, this amount is expected to be at least \$6 million dollars. As an incentive to encourage broader dissemination of information, GPO will consider performance-based models that define a reduction in percentage compensation to GPO as the Offeror achieves certain proposed levels beyond the base revenue.

The following sections contain specific information that applies to the role GPO will play and the expectations of the successful Offeror regarding acquisitions and printing, basic publishing services, sales and marketing, order processing and fulfillment, storage, financial responsibilities, business systems, and customer service as related to tangible products.

GPO's Role

To assist the successful Offeror in achieving the objectives with regards to the marketing, sale, order fulfillment, and distribution of tangible products GPO is prepared to:

- Designate the successful Offeror as an "Authorized Representative." This would give
 the Offeror the advantage of being GPO's sole source for selling the official and/or
 authenticated versions of tangible Government products to retail and wholesale
 markets.
- 2. Facilitate discussions with the successful Offeror and Federal publishing agencies regarding product characteristics and possible enhancements to improve sales potential.
- 3. Work with the successful Offeror and Federal publishing agencies for possible official status designations on items that have been modified either in form or appearance.
- 4. Share knowledge and expertise regarding Government publications gained from GPO's many years of experience. GPO will provide available sales history and item information for existing products as well as any customer information including mailing lists for subscriptions and standing orders (for more information on standing orders see Section J, Appendix E).
- 5. Provide recommendations when requested on the successful Offeror's pricing of publications. In cases where pricing authority is mandated by law and falls outside GPO's normal legislative guidelines (see Section J, Appendix F), GPO will work with the appropriate authority to gain approval for the successful Offeror's recommended price. For example, the *Federal Register* has prices set through the Administrative

- Committee of the Federal Register (ACFR) and the *Congressional Record* pricing involves consultation with Congress.
- 6. Establish and price subscription services that will be sold through the successful Offeror. The printing and distribution of residual copies (single subscription issues) will be the responsibility of the successful Offeror.
- 7. Work with successful Offeror to develop transition plan for handling GPO's existing deposit accounts (see details surrounding these accounts in Section J, Appendix G).
- 8. Print and ship the Official Journals of Government (full list available in Section J, Appendix H) and subscriptions for initial fulfillment runs on a reimbursable basis.
- 9. Offer GPO's existing inventory to the successful Offeror on a consigned basis. Successful Offeror would be responsible for transferring and storing any desired items and would compensate GPO upon their sale. It will be the responsibility of the successful Offeror to purchase all future items it wishes to carry in inventory.
- 10. Submit the required printing requests for sales copies on behalf of the successful Offeror for GPO's internal or GPO's contracted print runs.
- 11. Provide small quantities of claims copies to successful Offeror to fulfill claims after an initial subscription run.
- 12. Provide press optimized PDF files for publications with characteristics that are acceptable for print on demand (POD) where the Offeror has no desire or requirement to keep an inventory. GPO requires contractual protection from these files being used for purposes beyond those authorized by GPO.
- 13. Authorize the use of the domain bookstore.gpo.gov for the sale of tangible Government products.
- 14. Provide base ONIX records (sample shown in Section J, Appendix I) and the associated ISBN and ISSN numbers for publications and subscriptions (if assigned).
- 15. Provide on-site space at the GPO for representatives of the successful Offeror as needed.

Expectations of the Successful Offeror

GPO has itemized the minimum requirements that it expects of the successful Offeror with regards to each function.

Printing and Acquisitions

- 1. Offer for sale to the public any title for which there is a print on demand file available. Determine all other publications that will be offered for sale beyond these.
- 2. Offer for sale all historically significant items (see Section J, Appendix J) as determined by GPO. Some items may not be suitable for POD and must be kept in physical inventory.
- 3. Determine method of printing for tangible items (i.e. print on demand (POD) from a digital master, GPO's original print run, offset press run, or other means).
- 4. Notify GPO if inventory quantities are desired from GPO's internal and contracted print runs. As some materials are time sensitive, successful Offeror will be expected to reply within the timeframe the Federal publishing agency has established for each job, otherwise the opportunity to utilize the initial print run will be forfeited.

- 5. Obtain Official Journals of Government, such as the *Congressional Record*, the *Federal Register*, and the *Code of Federal Regulations* (full list available in Section J, Appendix H) as well as embargoed items such as the *Budget of the United States Government* for initial distribution from the GPO. These items will be printed by GPO (non-negotiable). The successful Offeror will need to work with GPO to arrange delivery. Initial copies can only be obtained on a reimbursable basis from the initial print run through GPO. The printing and distribution of residual copies (single subscription issues) will be the responsibility of the successful Offeror.
- 6. Produce the official editions with the same quality level or better than GPO printed or procured, unless an agreement with GPO and the publishing agency has been made. All offset printing must adhere to quality levels set forth in GPO's Quality Assurance Through Attributes Program (QATAP). http://www.access.gpo.gov/procurement/qatap/qatap.pdf
- 7. Develop auditable guidelines for pricing publications that are in line with GPO's legislative guidelines (Section J, Appendix F). A discount structure (if applicable) also needs to be established. In cases where pricing authority is mandated by law and falls outside GPO's normal legislative guidelines, GPO will work with the appropriate authority to gain approval for the successful Offeror's recommended price. For example, the *Federal Register* has prices set through the Administrative Committee of the Federal Register (ACFR) and the *Congressional Record* pricing involves consultation with Congress.

Publishing Services

Successful Offeror is expected to:

- 1. Disseminate ONIX feeds and Advanced Book Information to wholesale and retail distribution channels. Basic ONIX Records provided by GPO (Section J, Appendix I) should be enhanced to include additional publication and distribution details.
- 2. Work in conjunction with GPO to provide Federal publishing agencies advice on publishing methods that would be the most economical and appealing for sale to the public. Suggestions to agencies may focus on, but are not limited to, format enhancements and/or modifications to product appearance.
- 3. Work with Federal publishing agencies to create a dedicated section on each agency's online site that feeds into successful Offeror's order fulfillment and distribution processes.
- 4. Assign ISBN numbers to items if not previously assigned by Federal publishing agency or GPO.
- 5. Add barcodes and ISBN/ISSN numbers to book covers if not already present.
- 6. Protect and market GPO's branding of Federal content as "authentic."

Sales & Marketing

- 1. Increase product awareness through expanded sales channels including retail and wholesale markets.
- 2. Develop marketing plans for key products that include product, price, promotion, and placement strategy.

- 3. Maintain a GPO branded online bookstore site. Online site should have a less than .01% failure rate, be Section 508 compliant (http://www.section508.gov/), and have a fully functional method for international and domestic ordering and shipping of publications and subscriptions. It should include features such as a shopping cart, order tracking and backorder capabilities, third party ordering, thumbnail cover images, and have a fully browsable and searchable catalog of items available for purchase that is updated at least daily.
- 4. Establish an over-the-counter retail presence in the District of Columbia. This may include a brick-and-mortar store, kiosks, and/or shelf space in an established retail location.
- 5. Provide additional points of sale for international and domestic customers. Orders via phone, fax, online, and/or mail are some of the possibilities.

Order Processing and Fulfillment for Publications

Successful Offeror is expected to:

- 1. Provide an order processing system that accepts international and domestic orders for publications, subscriptions, and standing orders.
- 2. Process and ship orders for items in inventory within 24 hours of receipt. For non-inventory items, such as POD products or those obtained through other sources, orders must be processed and shipped within 48 hours of receipt. For items that are pre-ordered or are on backorder, customer must be notified of the estimated time delay.
- 3. Provide a method for customers to monitor accounts, view orders, and track packages.
- 4. Accept different payment methods such as deposit accounts (see details surrounding these accounts in Section J, Appendix G), major credit cards, checks, purchase orders, and requests for invoicing.
- 5. Handle all distribution for publications except when embargoed or other special circumstances prevail. Shipments must include an order manifest or packing slip.
- 6. Have quality control measures in place to ensure that the correct items are being shipped and are free from damage when packaged and delivered.
- 7. Offer multiple options for delivery to customer (overnight, priority, freight, etc.) for international and domestic orders.

Order Processing and Fulfillment for Subscriptions

- 1. Develop a system to process new subscribers and renewals both international and domestic.
- 2. Manage and maintain mail lists associated with subscriptions being offered. Mail lists remain the property of the GPO and will be returned to GPO upon termination of contract (Section J, Appendix C).
- 3. Accept different payment methods such as deposit accounts (see details surrounding these accounts in Section J, Appendix G), major credit cards, checks, purchase orders, and requests for invoicing.
- 4. Provide GPO with the number of subscribers and mailing information for initial subscriptions fulfillment by GPO or GPO contract printer at least 30 days in advance of the next expected issue date.

- 5. Retain small quantities of claims copies provided by GPO for each subscription issue
- 6. Obtain any additional subscription issues desired for single copy sales. The successful Offeror can purchase these at cost through GPO as part of the initial subscription run.

Storage

Successful Offeror is expected to:

- 1. Store any items with the need for a physical inventory.
- 2. Store a minimum number of copies of historically significant titles (current list of items can be found in Section J, Appendix J), as determined by GPO, that cannot be reproduced using POD.
- 3. Track all items owned by GPO that are being sold on a consigned basis.
- 4. Ensure stock is stored in suitable environmental conditions to prevent product damage.

Financial Responsibilities

Successful Offeror is expected to:

- 1. Take action to collect and process all payments, as well as document all actions and communication with customers.
- 2. Securely maintain electronic copies of orders and shipments for at least six years.
- 3. Maintain all financial records in for the life of the contract plus two years.
- 4. Provide auditable financial records and reports that facilitate payments to the GPO for printing services and revenue sharing, reports, and audits.
- 5. Develop a structure for performance-based revenue sharing that is mutually beneficial to GPO and successful Offeror.
- 6. Establish method to transfer GPO's share of sales revenue on a regular basis.
- 7. Provide payment for printing services procured through GPO within the negotiated period of time.
- 8. Facilitate audits by Government auditors or external firms when requested or required.

Business Systems

- 1. Provide recurring and ad hoc reports (data and/or narrative) in tangible format and offer GPO access to real-time, web-based reports. Reports must be able to be revised and/or created by GPO as needed.
- 2. Establish a means to easily communicate with personnel at GPO.
- 3. Institute appropriate redundancies and back-ups.
- 4. Provide appropriate system reliability, capacity, performance, security, and disaster recovery.
- 5. Provide a system that maintains customer information, order history, sales statistics, and inventory data. Assets to be retained by GPO have been included as Section J, Appendix C.

Customer Service

- 1. Provide customer service and sales support (email, voice, and mail) to answer inquiries and resolve customer complaints as well as provide any technical assistance needed for the online bookstore.
- 2. Provide toll free telephone support for customers
- 3. Adhere to customer service standards established by GPO as follows:
 - Provide a telephone service factor (service level) where 80% of callers are able to speak to a customer service representative within 20 seconds (80/20).
 - Provide a first call resolution of 90%. This is where new customer inquiries are responded to and closed on the first attempt and this interaction is not re-opened for the next 48 hours.
 - Provide a response to inquiries from customers received by electronic mail where 97% of email is responded to within 24 hours of receipt.
- 4. Provide seamless transition from GPO to successful Offeror with little or no customer impact.



Component #2 - The Marketing, Sale, Order Fulfillment, and Distribution of Electronic and Electronically Derived Retail Products/Services

For Component #2, GPO is seeking one or more "Authorized Representatives" to perform the activities related to the marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services as part of a performance-based revenue sharing model. GPO is looking for innovative ideas from the Offeror(s) regarding the structure that this component should have.

Currently, GPO offers only a limited number of retail electronic products (Section J, Appendix D) but would like to expand this product base. These retail products are created on demand and are delivered through tangible storage devices, such as diskettes and CD-ROMs. These products are not to be confused with material published by Federal agencies in CD-ROM format which are separate and considered part of the tangible product line for component #1.

Though GPO currently sells wholesale data feeds, GPO will not utilize the successful Offeror(s) for this purpose. These are the original coded versions of documents such as the *Federal Register*, *Code of Federal Regulations*, *Congressional Record* and other databases that are pushed to GPO's electronic subscription customers in either ASCII or SGML formats. GPO will continue to sell these services so that one company does not have an advantage over another. The opportunity regarding electronic products relates to the creation of derivative products and services in electronic and tangible formats for the retail market.

As noted in the background, GPO will not allow access to items available through GPO Access to be restricted or otherwise diminished. The public will continue to be able to print and download this information without restriction.

The following sections contain general information that applies to the role GPO anticipates playing and the minimum expectations of the successful Offeror(s) regarding the marketing, sale, order fulfillment and distribution of electronic and electronically derived products and services.

GPO's Role

To assist each successful Offeror in achieving the objectives regarding the marketing, sale, order fulfillment, and distribution of electronic and electronically derived products and services GPO is prepared to:

- 1. Designate each successful Offeror as an "Authorized Representative" to sell products and services derived from authentic and/or official Government information.
- 2. Evaluate proposals for new items to be created in electronic or tangible formats. All proposed tangible items must be value-added and differentiable in some manner from the tangible items being distributed by the successful Offeror for component #1.

- 3. Facilitate discussions with the successful Offeror and Federal publishing agencies regarding publishing advice for electronic and value-added derivative products and services.
- 4. Work with the successful Offeror and Federal publishing agencies for possible official status designations on items.
- 5. Share knowledge and expertise regarding Government publications gained from GPO's many years of experience.
- 6. Provide the segments of source data files, when needed, for the development of a specific derivative product. GPO requires contractual protection from this content being used for purposes beyond those authorized by GPO.
- 7. Provide on-site space at the GPO for representatives of the successful Offeror(s) as needed

Expectations of the Successful Offeror(s)

GPO has itemized the minimum requirements that it expects of the successful Offeror(s).

- 1. Address the creation of derivative electronic products from publications while still protecting the authenticity of those elements that were published by U.S. Government agencies in accordance with *17 U.S.C.* § § *105*, *403* http://www.copyright.gov/title17/92chap4.html
- 2. Convert existing GPO electronic content, in various formats, to new types of structured data in accordance with current industry standards and best practices.
- 3. Make derived products available to FDLP for free. By providing these items to depository libraries their use may be limited, such as the case with *StatUSA*, to access through or within the depository library.
- 4. Develop a structure for performance-based revenue sharing that is mutually beneficial to GPO and successful Offeror.
- 5. Establish method to transfer GPO's share of sales revenue on a regular basis.
- 6. Facilitate audits by Government auditors or external firms when requested or required.

Component #3 Expanded Publishing Service Offerings

For Component #3, GPO is seeking one or more "Authorized Representatives" to offer expanded publishing services to Federal agencies as part of a fee-based structure. These publishing agencies would use the services to enhance the content, broaden the appeal and improve the functionality of their products to meet the needs of their intended audience. GPO is looking for innovative ideas from the Offeror(s) regarding the types of services that could be offered and the impact they would have on the distribution of agency products.

The following sections contain general information that applies to the role GPO anticipates playing and the minimum expectations required of the successful Offeror(s).

GPO's Role

To assist each successful Offeror in achieving the objectives with regards to expanded publishing service offerings GPO is prepared to:

- 1. Designate each successful Offeror as an "Authorized Representative" to provide Federal agencies with publishing services.
- 2. Promote publishing service opportunities to Federal agencies.
- 3. Serve as the contractual vehicle through which Federal agencies can purchase publishing services.
- 4. Collect payment for publishing services from Federal agencies and distribute appropriate payment to Offeror in accordance with the agreed upon fee schedule.
- 5. Provide on-site space at the GPO for representatives of the successful Offeror(s) as needed.

Expectations of the Successful Offeror(s)

GPO has itemized the minimum requirements that it expects of the successful Offeror(s).

- 1. Provide services that will enhance the content, appeal, and functionality of Federal agency products. These services may include, but are not limited to, product design, editing, indexing, translation, and/or conversion to alternate formats.
- 2. Receive Federal agency approval before any products are released. Relay any information for pending products to GPO.
- 3. Work in a non-proprietary manner. U.S. Government information products created or enhanced for Federal publishing agencies on a fee basis or distributed on behalf of the GPO will not have copyright protection. Finished products may be distributed to the FDLP if declared in scope.
- 4. Establish rates and communicate payment terms.
- 5. Document all services performed and provide corresponding detailed billing information to GPO.

Component #4 The Modernization of Systems for the Depository Library Selection Process and the Distribution of FDLP Materials

For Component #4, GPO is seeking an "Authorized Representative" to modernize the systems for the selection process and distribution of materials for the Federal Depository Library Program (FDLP). GPO is seeking to select the same successful Offeror for both the sale of tangible products (component #1) and for the selection and distribution services for depository libraries. It is anticipated that the awarding of these components together would be mutually beneficial for the FDLP and the successful Offeror.

The successful Offeror will be paid by GPO according to a fee-based structure for services performed on behalf of the FDLP to distribute tangible materials to depository libraries. GPO would like to replace its current legacy systems and adopt more modern business processes that will offer more options, flexibility, and better service to the depository libraries. GPO is not contracting out its management of the FDLP. GPO will continue to provide the framework, support, and guidance for the FDLP. However, GPO is seeking to utilize the successful Offeror for operation of item selection, distribution services, and claims resolution under GPO management. Information detailing the current processes can be found in Section J, Appendix B.

GPO believes awarding the two components together would benefit the FDLP by having the efficiency of existing business processes applied to the selection and distribution processes. This would result in better service, increased accuracy, and improved flexibility for the depository libraries. The joining of these two components would not affect GPO's commitment to provide the public with no-fee access to government information through the FDLP, including *GPO Access*. GPO will continue to provide Government material that falls within the scope of the FDLP for no-fee public access.

In addition, GPO believes that the successful Offeror would benefit by being able to utilize the classes assigned for material selection in the FDLP to expand tangible retail product offerings. Historically, titles in the FDLP have not always been offered for sale within the Sales Program. The successful Offeror could develop standing orders for sales customers based on the classes used by the depository libraries. This would greatly expand the sales offerings to non-depository libraries and the general public and enable them to have access to titles unavailable for purchase in the past.

The following sections contain specific information that applies to the role GPO will play and the expectations of the successful Offeror regarding the selection, distribution, financial responsibilities, and business systems related to providing materials to Federal depository libraries.

GPO's Role

To assist the successful Offeror in achieving the objectives with regards to modernizing the selection process and providing the distribution of materials to Federal depository libraries GPO is prepared to:

- 1. Designate the successful Offeror as the "Authorized Representative" to modernize the systems for the selection process and distribution of tangible items for the FDLP.
- 2. Serve as the primary contact between the successful Offeror and depository libraries.
- 3. Inform the successful Offeror and depository libraries of title changes, changes in delivery schedules, ceased publications, and other information pertinent to selection profiles.
- 4. Work with successful Offeror to develop demonstrations, training, and any related materials for depository libraries.
- 5. Create and maintain the categories, subject level, and depository item numbers used by libraries to select materials and periodically provide any updates to the successful Offeror.
- 6. Furnish printed copies for items determined to be in-scope for tangible distribution to depository libraries.
- 7. Supply successful Offeror with FDLP library shipping information and initial library selection profile information, as well as bibliographic information in MARC format for all stock delivered.
- 8. Provide payment for the services performed in accordance to the agreed upon fee schedule.
- 9. Provide on-site space at the GPO for representatives of the successful Offeror as needed.
- 10. Monitor the performance of the successful Offeror to ensure that services have been provided to library partners in a timely and appropriate manner.

Expectations of the Successful Offeror

GPO has itemized the minimum requirements that are expected of the successful Offeror regarding the activities involved with modernizing the selection process and providing distribution of Federal Depository materials. Since the FDLP is paid for through a Congressional appropriation, its operation requires a strict adherence to the detailed guidelines outlined below.

Selection

- 1. Facilitate the selection process for approximately 1,300 unique FDLP library customers from order, through processing, to delivery.
- 2. Maintain and update directory information for each library.
- 3. Maintain profile information for each library at the title level and at the item level which includes both the Superintendent of Documents Classification (SuDoc) stem and the publishing agency identifier. The system must be able to maintain historic profile information for each library customer in order to track trends and selection patterns for research purposes.
- 4. Push electronic notifications when titles are available for review on an approval basis and/or surplus copies become available for selection. These notifications

should be prepared for all depository libraries that either selected the title for advance screening approval or did not originally select the item as part of their profile. Each notification should include a PDF file or the link to the item so that it can be previewed. Successful Offeror should facilitate delivery of these items should any library determine that they would like to add the title to their collection. Surplus publications will be delivered on a first come first serve basis until stock is exhausted.

Distribution

Successful Offeror is expected to:

- 1. Deliver items to depository libraries with ISBN/ISSN barcode labels (if not present already), printed packing lists containing basic bibliographic information, and the MARC cataloging records (if required) for each item selected.
- 2. Ensure the accurate delivery of material selected by each unique library using the most economic means available (i.e. different postage classes). Items may be batched and sent upon reaching an appropriate volume or shipped on a periodic basis (no less than once a week).
- 3. Have quality control measures in place to ensure that the correct items are being shipped and are free from damage when packaged and delivered.
- 4. Create a delivery label that identifies the material being shipped as an FDLP item (i.e. uses the FDLP logo).
- 5. Provide "pre-paid return authorization" with tracking capability for items recalled by GPO on behalf of a Federal publishing agency. GPO's policy statement, ID 72, covers the withdrawal of Federal information products from GPO's Programs (http://www.access.gpo.gov/su_docs/fdlp/pubs/policies/id72_06-21-05.pdf). Responsibility for resolution of issues relating to depository library compliance with a recall remains with GPO.
- 6. Enable library customers to submit claims for missing items and provide periodic e-mail notification concerning the status of items claimed.
- 7. Provide delivery tracking of items from the point of distribution to the FDLP customer.

Financial Responsibilities

- 1. Establish rates and communicate payment terms to GPO.
- 2. Document all services performed and provide corresponding detailed billing information to GPO.
- 3. Maintain detailed records of all shipments and postage expenses for at least six years.
- 4. Provide and maintain auditable financial records and reports for the life of the contract plus two years.
- 5. Differentiate between FDLP and Sales activities. Depository libraries may become Sales customers if they choose to purchase additional copies of titles they receive from the FDLP or purchase titles that they have not selected through the FDLP.
- 6. Facilitate audits by Government auditors or external firms when requested or required.

Business Systems

Successful Offeror is expected to:

- 1. Provide a selection system that allows depository libraries to define their profiles by adding items at least twice a year and deleting items at any time.
- 2. Accept modifications to a library's profile in real-time, via direct input by library customers, and by batch method. The system must be able to accept an initial batch load and subsequent loads of item profiles for FDLP libraries.
- 3. Interface with current and future GPO systems for the purpose of receipt and exchange of data in a variety of formats, including but not limited to MARC and ONIX formats.
- 4. Provide recurring and ad hoc reports (data and/or narrative) in tangible format and offer GPO access to real-time, web-based reports. Reports must be able to be revised and/or created by GPO as needed.
- 5. Institute appropriate redundancies and back-ups.
- 6. Provide appropriate system reliability, capacity, performance, security, and disaster recovery.

Service to Depository Libraries

- 1. Provide customer service to depository libraries (email, voice, and mail) to answer inquiries and resolve complaints regarding distribution services.
- 2. Provide toll free telephone support for depository library partners.
- 3. Adhere to customer service standards established by GPO as follows:
 - Provide a telephone service factor (service level) where 80% of callers are able to speak to a customer service representative within 20 seconds (80/20).
 - Provide a first call resolution of 90%. This is where new customer inquiries are responded to and closed on the first attempt and this interaction is not re-opened for the next 48 hours.
 - Provide a response to inquiries from customers received by electronic mail where 97% of email is responded to within 24 hours of receipt.
- 4. Research and resolve complaints and claims within 48 hours or provide a notification as to the cause for any delay in response.
- 5. Keep GPO notified of all issues that could affect services provided to depository libraries and of any service complaints.
- 6. Provide technical expertise and support for the automated selection process.
- 7. Work with GPO to develop demonstrations, training, and any related materials for depository libraries.
- 8. Provide seamless transition from GPO to successful Offeror with little or no disruption in service to depository libraries.

Section L

Elements in Offeror's Response

Proposals should include the following items:

1. <u>Description of Company</u>

Each Offeror must provide a brief description of the company including the history, the organization, and the staffing. The organization and staffing must clearly demonstrate the ability to handle all requirements defined in the SOO.

2. Past Experience

Each Offeror must provide a statement detailing experience with contracts or relevant business experience of similar size, scope, and complexity.

3. Statement of Financial Stability

Each Offeror must submit a complete copy of audited financial statements by Government auditors or external firms covering the last two (2) years or comparable financial data.

4. References

Each Offeror should provide references that are knowledgeable of prior experience and financial standing. The name, address, telephone number, and e-mail address should be provided for each contact as well as a short statement detailing the relationship.

5. Statement of Work (SOW)

Each Offeror should provide a SOW for each component describing the proposed methodology and structure for meeting the objectives, expectations, and requirements. The SOW should specify in clear, understandable terms the work to be done or services to be performed. Please refer to Section J, Appendix K for details on how to compile a SOW.

6. Financial Structures.

Each Offeror should submit the proposed financial structure for each component. These should specifically address how revenue and expenses will be accounted for and demonstrate the measures that will be instituted to ensure accountability. Reporting mechanisms and the facilitation of audits by Government auditors or external firms should also be addressed.

7. Risk Analysis

Each Offeror must include an analysis that identifies any of the anticipated risks for each component, the sources, and the steps taken to reduce and eliminate each risk. Any pending or expected litigation as well as any other situation that could affect the Offeror's ability to perform required functions should be included.

8. Proposed Schedule

Each Offeror must submit a proposed schedule of key phases for each component extending from the award of the contract to operation at full performance level. The schedule should be presented in general timeframes (i.e. week #1, week #2,) rather than specified dates.

Section M

General Selection and Award Conditions

GPO anticipates awarding a contract for each component to the Offeror(s) with the proposal that is the most advantageous to the Government. GPO reserves the right to consider as acceptable only those proposals submitted in accordance with all the requirements set forth or referenced in the RFP. In order to fully assess and evaluate the merits of the submitted proposals, written clarification or explanation requests may be issued by GPO's Contracting Officer after the initial technical evaluation has been completed.

Offerors are advised that the GPO may utilize outside Contractors and/or Consultants to assist in the evaluation of proposals. These outside Contractors will have access to any and all information contained in the Offeror's proposals, and will be subject to appropriate conflict of interest, standards of conduct, and confidentiality restrictions.

Basis for Award

GPO's source evaluation will be based on the quality and comprehensiveness of services being performed as well as the proposed revenue sharing model or fee-based structure. Accordingly, award will be made to the responsible and technically acceptable Offeror whose proposal provides the greatest overall value to the Government regarding the revenue sharing benefit, cost, service, and other factors. This best-value determination will be accomplished by comparing the technical factors outlined by each Offeror regarding the strengths, weaknesses, and risks. Any impact these factors have on the projected revenue or cost will be important in the evaluation. GPO is seeking the proposal that will meet the objectives outlined in the SOO while at the same time providing superior service for the public.

GPO is seeking to select the same successful Offeror for both the sale of tangible products and for the selection and distribution services for depository libraries. GPO is open to having one or more successful Offeror for the sale of electronic products/services and publishing services components. Offerors are invited and encouraged to propose innovative ideas for a comprehensive solution encompassing all four components or only those that they feel qualified to provide. Use of subcontractors and/or partners, in the case of a joint venture, should be identified and integrated in the overall proposal. GPO reserves the right to not make an award for any or all of the four components.

Evaluation Factors for Award

Evaluation of all offers for the four components will be made in accordance with the criteria outlined in this section. The proposals will be evaluated against the following six (6) factors:

Factor 1 Experience/Past Performance

Factor 2 Risk Mitigation

Factor 3 Implementation and Integration

Factor 4 Technical Capabilities
Factor 5 Features and Benefits

Factor 6 Revenue Sharing Model/Fee-based Structure

Factors 1 through 5 are referred to as the Technical Factors. Factor 6 is a Financial Factor that will be evaluated separately and applied to help determine the best value.

Evaluation will be based on an integrated assessment of the information submitted in the Offeror's proposal. Each component will be evaluated separately, though some extra consideration will be given to the Offeror(s) that can adequately meet requirements for more than one component.

Technical evaluation will consist of an analysis of the strengths, weaknesses, and risks of each proposal as it relates to the component being addressed. Technical risks will be included in the final evaluation of each factor and will not be evaluated as a separate factor. In the assessment of technical risk, GPO evaluators will consider all available information. The conclusions derived from the technical evaluation will then be weighed against the financial factors outlined for each proposal. All findings will be provided to the Source Selection Official (SSO) to support the award decision.

Technical Evaluation

The Technical Factors (Factors 1-5) are all <u>considered of equal importance</u>. Detailed descriptions of the evaluation factors are provided below.

Factor 1 – Experience/Past Performance

GPO is interested in the Offeror's experience with contracts or relevant business experience of similar size, scope, and complexity. Past performance on contracts that are more technically relevant to GPO's objectives and are similar in scope will be considered more heavily than performance on contracts that are less relevant and of smaller scope. The Offeror's past performance will be evaluated regarding the achievement in the following categories:

- Quality of Products and/or Services
- Timeliness of Performance
- Business Relations
- Customer Satisfaction
- Price/Cost of Products and/or Services

More specifically, evaluation of past performance may include Offerors' records of providing high-quality services in a timely manner, standards of good workmanship, adhering to contract schedules, administrative aspects of contract performance, overall quality of assigned personnel, availability, stability, reasonable and cooperative behavior, commitment to and business-like concern for the interests of the customer, quality of overall program management approach, adhering to or

exceeding subcontracting plans and goals, record of awards or performance recognition earned, and overall client satisfaction.

Information will be obtained from the references listed in each Offeror's proposal, other customers known to the Government, consumer protection organizations, and others who may have useful and relevant knowledge of the Offeror's past performance. GPO may also evaluate the past performance of significant subcontractors.

Factor 2 - Risk Mitigation

GPO will evaluate Offeror's proposals to identify any aspect that could potentially create a significant risk to the Government. GPO will be looking at an Offeror's ability to identify and deal with program risk, both in proactive and reactive (emergency) situations. Trade-offs and risks should be clear throughout proposals and mitigation strategies presented proactively.

An Offeror's financial stability will also be assessed with regard to potential risk. GPO reserves the right to verify the specifics of prior contracts regarding financial details. Audited financial statements by Government auditors or external firms covering the last two (2) years or comparable data must be provided. In addition, GPO may review commercial credit ratings, tax returns, and require a Letter of Credit or Performance Bond. Offeror's interested in the marketing, sale, order fulfillment, and distribution of tangible items (component #1), will be required to obtain a performance bond for the duration of the contract.

<u>Factor 3 – Implementation and Integration</u>

GPO will be looking at the phased implementation approach outlined by each Offeror, referring to program initiation, analysis, development, testing, system integration, implementation, operations, and closeout of portions of existing processes (if required). GPO will evaluate proposals on their ability to address key implementation stages in a detailed and realistic manner.

GPO will also be looking at how the roles of subcontractors and partners, in the case of a joint venture, are integrated in the overall proposal. Proposals that exhibit minimal business disruption will be looked upon favorably.

Factor 4 - Technical Capabilities

GPO will evaluate Offerors on their ability to manage a large sales, production, and/or service operation consisting of multiple technologies and processes. The technical capabilities within each proposal will be evaluated on the following bases (not listed in order of importance):

 Understanding of the size, scope, and complexity of GPO's objectives and requirements

- Adherence to and plans for meeting all applicable standards and regulations, including, but not limited to, Section 508 guidelines
 (http://www.section508.gov/), Title 44
 (http://www.access.gpo.gov/uscode/title44/title44.html), and applicable laws for government contracting.
- Use of quality control and assurance measures in accordance with industry standards
- Understanding and use of all applicable and emerging technologies to effectively and efficiently meet current and future needs
- Utilization of appropriate automated systems to support operations required to fulfill GPO's objectives and requirements
- Ability to safeguard GPO assets including but not limited to customer and product data, electronic files, financial information, and physical assets.

Factor 5 - Features and Benefits

GPO will evaluate the features and benefits of each proposal resulting from the Offeror's innovative approach to meeting GPO's outlined objectives and requirements. The features and benefits within each proposal will be evaluated on the following bases (not listed in order of importance):

- Ability to increase revenue and/or reduce expenses
- Ability to remain flexible to adjust to swift and critical changes in workload or requirements
- Creativity of solution in addressing product/service needs and issues
- Adherence to agreed-upon performance standards and the implementation of swift adjustments when deficiencies are found
- Timeliness of service
- Ability to transfer knowledge and data to GPO
- Level of service to customers and GPO
- Impact on dissemination of Government Information

Financial Evaluation

The Financial Factor (Factor 6) will be evaluated separately and will be applied to help determine the best value.

Factor 6 - Revenue Sharing Model/Fee-based Structure

GPO is seeking a performance-based revenue sharing model for the marketing, sale, and distribution of tangible products (component #1) and electronic and electronically derived retail products/services (component #2). For the remaining two components, the expanded publishing services (component #3) and the selection and distribution of depository library materials (component #4), GPO requested a fee-based structure for services being proposed by the Offeror.

Performance-based Revenue Sharing Model

GPO will evaluate all proposed performance-based revenue sharing models regarding the following:

- Completeness and accuracy
- Reasonableness of structure for compensating GPO and proposed performance-based incentives
- Realism of model and revenue projections
- Best overall value to GPO
- Component #1 Only Guarantee of base compensation of \$6 million dollars to GPO to cover operating expenses for remaining Sales Program support functions. GPO will not make an award to an Offeror who is unable to guarantee at least the base level of compensation.

Fee-based Structure

GPO will evaluate all proposed fee-based structures regarding the following:

- Completeness and accuracy
- Reasonableness of price structure for proposed product and service offerings. This determination will be made by analyzing competition (if it exists), by comparing bid prices with established commercial or GSA price schedules, and/or by evaluating labor rates.
- Realism of cost proposals for the work to be performed
- Comprehensiveness of product and service offerings with corresponding fees
- Best overall value to GPO

Evaluation Process

GPO will evaluate the ability of each Offeror and its proposal regarding the objectives and requirements outlined in this RFP. The following *high-level* steps will be utilized in performing this evaluation:

- 1. Evaluation of Initial Proposals. Proposals will be reviewed and evaluated in detail to ensure that the Offerors have acceptable experience and have addressed all objectives and requirements in sufficient detail and clarity. This will allow GPO to determine that the proposed approach and services are acceptable and will also help identify items for discussion.
- 2. *Initial Financial Evaluation*. The proposed revenue sharing models and fee-based structures will be evaluated based on criteria set forth in Factor 6 of the evaluation factors
- 3. Competitive Range Determination (Material Management Acquisition Regulation, MMAR 15.306). http://www.gpo.gov/acquisition/mmar.pdf
- 4. *Oral Presentations*. Oral presentations, including Offeror's responses to Government-provided scenarios, will be assessed according to the evaluation factors as part of the Offerors' overall proposal.
- 5. *Discussions*. At the Contracting Officer's discretion, GPO may conduct written and oral discussions with Offerors at any time after the competitive range determination through the submission of final proposals.
- 6. *Final Proposal Revisions*. Offerors will be given the opportunity to submit final proposal revisions after the conclusion of discussions.
- 7. Evaluation of Final Proposal Revisions. Final proposal revisions will be evaluated against the evaluation factors and a best value determination will be made.
- 8. Source Selection and Contract Award.

Section J

Appendix A Official Government Edition Features

Appendix B Current Processes

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- Printing
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Appendix A Official Government Edition Features

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About ODPHP

The Office of Disease Prevention and Health Promotion (ODPHP), in the Office of Public Health and Science, provides leadership, coordination, and policy development for the disease prevention and health promotion priorities of HHS within the collaborative framework of the HHS agencies.



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Appendix B Current Processes

Acquisitions

The U.S. Government Printing Office (GPO) is the primary printing procurement source for Federal agencies. As GPO receives requests for printing services, the requests are reviewed to determine if the material meets initial criteria for distribution through GPO's Information Dissemination (ID) programs. The requests are then forwarded to Acquisitions personnel who make a decision on whether the item will be included in the Sales Program based on sales history of past editions or similar products and what marketing activities may be planned. If the Acquisitions Specialist determines the product should be included, he or she suggests the appropriate quantity to order. A panel of managers from ID reviews, discusses, and approves the final number of copies that will be requested. The request for additional copies for the Sales Program is then sent back to Customer Service to be included on the agency's print order.

<u>Printing</u>

GPO contracts out the majority of agency print requests to vendors who must follow GPO's QATAP standards (http://www.access.gpo.gov/procurement/qatap/qatap.pdf) for offset printing jobs. Sales copies are added to the agency's request prior to the job being awarded. The requesting Federal agency is billed a copy rate that includes the costs for the initial set-up. The sales copies are billed at an incremental rate with no portion of the set-up charges. This helps keep prices lower for the public. GPO does not contract out all printing. GPO still prints a selection of core products and official journals that will continue to be printed by GPO regardless of the award of the Sales Program functions. GPO also offers some print-on-demand products such as Congressional items that are sold through the GPO Bookstore. Print-on-demand products require 24 hours for fulfillment and are priced using a separate print rate.

Publishing Services

The Sales Program has not typically worked extensively with Federal agency organizations to design publications for commercial appeal. The Sales Program began an outreach program this year to bring commercial design and production to a wide variety of government publications. This has been successfully received by Federal agencies. From this experiment in extended publishing services, indications are that there is some interest among Federal agencies to design their print products for trade and target markets to expand the effectiveness of distribution.

Sales and Marketing

During the past two years, GPO has begun to make major strides in expanding the dissemination of its sales publications through commercial sales channels. The Sales Program is now creating and distributing feeds of ONIX data, the premier source of new book information for Amazon, Barnes and Noble, Borders, Baker and Taylor, Ingram, and other major online and traditional bookstores and wholesalers. GPO is encouraging agency publishers interested in having their publications sold in commercial bookstores to add an ISBN and bar code to the back cover of each new book, and to include language describing the official nature of their publications on the verso of each book's title page. The Sales Program is also developing new discount schedules that match those of commercial publishers to encourage large pre-publication purchases of new titles. GPO staff also provides publishing agencies with advice on formats, such as the trim sizes that are most acceptable to commercial bookstores.

GPO's U.S. Government Online Bookstore (bookstore.gpo.gov) features new and newsworthy titles, as well as monthly subject-specific collections of publications, which are promoted by product notices to targeted magazines, newspapers, and association newsletters. GPO constantly strives to provide an experience that is comparable to commercial sites including adding user-friendly Online Bookstore features as well as offering more options and service to buyers.

Order Processing

Customers can place orders for publications and subscriptions by telephone, fax, or mail through the GPO Contact Center. GPO also operates an online bookstore (bookstore.gpo.gov) where the public can browse all the items available for sale and place orders. Customers can also visit the GPO Bookstore that is located in Washington, DC to browse a collection of items available for sale.

GPO accepts payment in the form of cash, check, major credit cards (Visa, MasterCard, Discover/NOVUS, and American Express), Government purchase orders, and deposit accounts. GPO also extends some invoicing privileges to State and local governments as well as college bookstores. All payments except credit card payments require some manual processing before being certified as paid.

Order Fulfillment

All orders except Congressional print-on-demand items and initial subscription runs are fulfilled from the Distribution Center in Laurel, Maryland. Customers can request expedited shipping of orders. In these cases, the payment is processed outside the order processing system and the order is fulfilled at the warehouse using a system function that immediately allocated and deducts the item from stock. Orders are generally picked from a retail bin area, packed, and shipped through the U.S. Postal Service or may be shipped through UPS or Federal Express depending on the service requested by the customer. GPO also arranges the shipment of large orders requiring the use of tractor-trailers. All picking and packing is done manually.

<u>Storage</u>

GPO stores the majority of sales items and subscription materials at its warehouse located in Laurel, MD. Items are shipped directly from the printers and received at the warehouse where the item is entered into an inventory management system then stored in bulk or retail locations. The inventory levels are monitored to determine when stock reorder or purging is necessary. Quality assurance checks are performed on a routine basis to ensure the accuracy of the stock counts and locations.

Business Systems

GPO uses a series of systems that have been developed independently of each other to handle the business functions performed by GPO. Many of the systems are antiquated and require batch processing. Information such as an item's sales history is difficult to attain. System generated reports are relied on heavily to obtain needed data.

Customer Service

Customer service functions such as inquiries, order processing and order resolution are handled through the GPO Contact Center. The center operates Monday through Friday (except for Federal holidays) from 7:00 a.m. to 9:00 p.m. EST. The center uses an Automated Call Center (ACD) system to manage incoming calls and Customer Relationship Management (CRM) software to track customers' requests and action items. The majority of customer inquiries or problems are resolved in 24 hours.

Federal Depository Library Selection and Distribution

Selection:

Depository libraries receive FDLP material based on the type of depository library it is. There are two types of libraries in the FDLP: regional libraries, which are required to receive all publications distributed; and selective libraries that have greater flexibility in choosing publications for their collections. The selective depository libraries select from over 7,000 item numbers published in the *List of Classes of United States Government Publications Available for Selection by Depository Libraries*. Item numbers may represent one serial publication or a group of miscellaneous publications. Additions to selections may be made only once during the annual selection update cycle. Deletions to a library's selection list may be done at any time.

Distribution:

Materials to the depository libraries are prepared for shipment immediately after they are received. The items are distributed manually but the process is guided by a system called Automated Depository Distribution System (ADDS). This system provides visual cues to personnel showing which libraries should receive copies of the publications being distributed based on their library selection profile. Copies of documents are placed in each library's shipping box until the package is full or it has been one week since the last library mailing. A Depository Library Shipping List is placed in each box before it is

mailed. This is not a packing list but a list of all documents that are being made available to all FDLP libraries in this shipment. Each box is then affixed with a label that bears the GPO FDLP logo. This is so the material is uniquely identified from other materials the library may receive. The box is then sent out through Federal Express to ensure tracking capabilities. Documents that are oversized or arrive in self-mailers are not processed using ADDS. They are packaged and shipped individually to each selecting depository.



Appendix C Assets to be Retained by GPO

The successful Offeror will become an "Authorized Representative" of GPO and will be provided the assets below to operate as such. GPO expects that these assets will be maintained and safeguarded for the duration of the contract. Upon the termination of the relationship between GPO and the successful Offeror, all activities associated with the use of these assets must immediately cease and the assets must be returned to GPO in an acceptable format without any proprietary restrictions.

The following is a list of the assets to be retained by GPO:

- Authorized Representative Designation
- Customer Mailing Lists (subscriptions and publications)
- Standing Order Lists
- Product Description Data
- Item Sales History Data
- Press Optimized PDF Files
- Electronic data
- All Historically Significant and Consigned Stock
- GPO Online Bookstore Site and Web Address
- GPO Seal of Authenticity
- Library Selection Categories
- Depository Library Profiles and Information

Appendix D Products

Publications

Publications are materials that are sold individually or as a single set such as a book, poster, kit, package or pamphlet. This category is not limited only to printed items, but includes books, tapes, CDs, DVDs, microfiche, microform, stickers, etc.

GPO's 100 Best Selling Publications of 2005 by Revenue

| Stock Number | ISBN | Title | Orders | Copies Sold | Revenue |
|--------------------|---------------|--|--------|----------------|-----------|
| 1 048-204-00019-8 | No ISBN | 2004 IRS TAX PUBLICATION 17 | 3,741 | 5,186 | \$222,069 |
| 2 869-052-00133-3 | 0-16-072132-6 | CFR04-T 37 R7-1-04; CODE OF FEDERAL REGULATIONS - | 571 | 3,402 | \$171,424 |
| 3 055-000-00651-2 | 0-16-042836-x | PROTECT YOUR FAMILY FROM LEAD IN YOUR HOME 2003 (E | 708 | 2,312 | \$125,861 |
| 4 069-000-00154-8 | 0-16-072327-2 | UNITED STATES GOVERNMENT MANUAL 2004/05 | 1,198 | 2,514 | \$122,728 |
| 5 148-204-00003-9 | No ISBN | IRS PUBLICATION 1194, VOV. 1, 2004 | 1,817 | 1,849 | \$120,740 |
| 6 148-204-00001-2 | No ISBN | IRS PUBLICATION 1132 VOL.1, 2004 | 1,807 | 1,821 | \$118,800 |
| 7 052-071-01393-8 | 0-16-051423-1 | CONSTITUTION OF THE UNITED STATES AND THE DECLARAT | 653 | 48,862 | \$113,669 |
| 8 869-056-00005-7 | 0-16-073808-3 | CFR05-T 5 PTS 1-699 R 1-1-05; CODE OF FEDERAL REGU | 940 | 2,393 | \$105,345 |
| 9 148-204-00005-5 | No ISBN | IRS PUBLICATION 1194 B VOL. 1, 2004 | 1,496 | 1,527 | \$100,320 |
| 10 017-001-00483-9 | 0-16-074966-2 | INTERNATIONAL CERTIFICATE OF VACCINATION, NOVEMBER | 1,797 | 453,079 | \$88,809 |
| 11 869-056-00007-3 | 0-16-073810-5 | CFR05-T 5 PTS 1200-END R1-1-05; CODE OF FEDERAL RE | 741 | 1,833 | \$83,951 |
| 12 048-004-02476-4 | 0-16-073107-0 | ZIRSC-CUMULATIVE BULLETIN 2000-3 | 1,182 | 1,187 | \$80,828 |
| 13 869-056-00006-5 | 0-16-073809-1 | CFR05-T 5 PTS 700-1199 (R1-1-05); CODE OF FEDERAL | 730 | 1,978 | \$77,388 |
| 14 003-024-09055-4 | 0-16-072330-2 | STATISTICAL ABSTRACT PAPER 2004/2005 | 1,193 | 2,189 | \$73,061 |
| 15 048-004-02473-0 | 0-16-068008-5 | ZIRSC-INTERNAL REVENUE CUMULATIVE BULLETIN 2003-1 | 876 | 879 | \$69,571 |
| 16 048-004-02477-2 | 0-16-073139-9 | ZIRSC-CUMULATIVE BULLETIN 2003-2 | 863 | 865 | \$69,332 |
| 17 869-052-00173-2 | 0-16-072172-5 | CFR04-T 42 PTS.430-END R10-1-04; CODE OF FEDERAL R | 394 | 1,118 | \$66,720 |
| 18 001-000-04718-3 | 0-16-072399-x | FINDING YOUR WAY TO A HEALTHIER YOU PAMPHLET (FORM | 403 | 1,290 | \$65,854 |
| 19 048-004-02480-2 | 0-16-073267-0 | ZIRSC-CUMULATIVE BULLETIN 2001-03 | 830 | 845 | \$60,059 |
| 20 869-052-00205-4 | 0-16-072204-7 | CFR04-T 49 PT 200-399 R10-1-04; CODE OF FEDERAL RE | 407 | 1,050 | \$59,523 |
| 21 869-052-00134-1 | 0-16-072133-4 | CFR04-T 38 PTS.0-17 R7-1-04; CODE OF FEDERAL REGUL | 362 | 1,006 | \$57,429 |
| 22 869-052-00110-4 | 0-16-072109-1 | CFR04-T 29 PT.1926 R7-1-04; CODE OF FEDERAL REGULA | 840 | 1,491 | \$57,070 |
| 23 048-004-02479-9 | 0-16-073196-8 | ZIRSC-CUMULATIVE BULLETIN 2004-1 | 719 | 726 | \$56,029 |
| 24 069-000-00158-1 | 0-16-072601-8 | US GOVERNMENT MANUAL 2005/2006 | 682 | 971 | \$50,809 |
| 25 051-000-00228-8 | 0-16-072420-1 | 2005 FEDERAL BENEFITS FOR VETERANS AND DEPENDENTS | 3,980 | 9,341 | \$50,736 |
| 26 001-000-04719-1 | 0-16-072398-1 | DIETARY GUIDELINES FOR AMERICANS, 2005 (6TH EDITIO | 1,207 | 7,803 | \$50,418 |
| 27 148-204-00009-8 | No ISBN | 2004 IRS PUBLICATION 1796, CD-ROM, RELEASE 1, ONLI | 2,089 | 2,169 | \$47,617 |
| 28 869-052-00107-4 | 0-16-072106-7 | CFR04-T29PT1900-1910(1900TO1910.99; CODE OF FEDERA | 559 | 904 | \$46,464 |
| 29 869-056-00054-5 | 0-16-073857-1 | CFR05-T 18 PTS.1-399 R4-1-05; CODE OF FEDERAL REGU | 221 | 857 | \$45,028 |
| 30 040-000-00768-7 | 0-16-073258-1 | ECONOMIC REPORT OF THE PRESIDENT 2005 | 980 | 1,292 | \$44,998 |
| 31 017-060-00469-0 | 0-16-034549-9 | CMS 1500 CLAIM FORM | 937 | 2,434 | \$44,660 |
| 32 869-052-00172-4 | 0-16-072171-7 | CFR04-T42 PTS 400-429 R10-1-04; CODE OF FEDERAL RE | 301 | 793 | \$44,510 |
| 33 869-056-00069-3 | 0-16-073872-5 | CFR05-T 21 PTS.800-1299 R 4-1-05; CODE OF FEDERAL | 313 | 807 | \$44,231 |

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| 34 869-052-00203-8 | 0-16-072202-0 | CFR04-T 49 PT 100-185 R10-1-04; CODE OF FEDERAL RE | 454 | 723 | \$43,536 |
| 35 148-204-00007-1 | No ISBN | 2004 IRS PUBLICATION 1796, CD-ROM RELEASE 1, MAIL | 1,535 | 1,585 | \$42,536 |
| 36 008-001-00157-6 | 0-16-050618-2 | VEHICLE INSPECTION CHECKLIST (CONTROLLED ITEM) | 35 | 374 | \$40,903 |
| 37 021-000-00178-3 | 0-16-050082-6 | U.S. GOVERNMENT PRINTING OFFICE STYLE MANUAL (PAPE | 462 | 1,469 | \$40,301 |
| 38 003-024-09056-2 | 0-16-072331-0 | STATISTICAL ABSTRACT OF THE U.S.2004/2005 CLOTH | 496 | 1,135 | \$40,121 |
| 39 869-052-00053-1 | 0-16-072052-4 | CFR04-T18 PTS.1-399 R4-1-04; CODE OF FEDERAL REGUL | 238 | 658 | \$40,002 |
| 40 869-052-00190-2 | 0-16-072189-x | CFR04-T 47 PT 0-19 R10-1-04; CODE OF FEDERAL REGUL | 302 | 721 | \$39,906 |
| 41 869-052-00206-2 | 0-16-072205-5 | CFR04-T 49 PTS 400-599 R10-1-04; CODE OF FEDERAL R | 225 | 755 | \$39,821 |
| 42 869-052-00193-7 | 0-16-072192-x | CFR04-T 47 PT 70-79 R10-1-04; CODE OF FEDERAL REGU | 286 | 699 | \$38,095 |
| 43 869-052-00135-0 | 0-16-072134-2 | CFR04-T38 PTS 18-END 7/1/04; CODE OF FEDERAL REGUL | 230 | 686 | \$37,535 |
| 44 869-052-00068-0 | 0-16-072067-2 | CFR04-T 21 PTS 800-1299 R4-1-04; CODE OF FEDERAL R | 399 | 741 | \$35,861 |
| 45 869-056-00079-1 | 0-16-073882-2 | CFR05-T 25 R4-1-05; CODE OF FEDERAL REGULATIONS - | 148 | 695 | \$35,831 |
| 46 017-060-00468-1 | 0-16-034548-0 | HEALTH INSURANCE CLAIM FORM | 829 | 2,091 | \$35,352 |
| 47 869-052-00204-6 | 0-16-072203-9 | CFR04-TITLE 49 PTS 186-199 R10-1-04; CODE OF FEDER | 353 | 1,706 | \$35,336 |
| 48 869-052-00055-8 | 0-16-072054-0 | CFR04-T 19 PT0-140 R4-1-4; CODE OF FEDERAL REGULAT | 483 | 730 | \$34,216 |
| 49 869-052-00076-1 | 0-16-072075-3 | CFR04-T 24 PTS.700-1699R4-1-04; CODE OF FEDERAL RE | 234 | 600 | \$34,160 |
| 50 869-052-00194-5 | 0-16-072193-8 | CFR04-T 47 PT 80-END R10-1-04; CODE OF FEDERAL REG | 276 | 575 | \$33,184 |
| 51 869-052-00056-6 | 0-16-072055-9 | CFR04-T19 PT.141-199 R4-1-04; CODE OF FEDERAL REGU | 469 | 728 | \$32,941 |
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| 56 869-056-00062-6 | 0-16-073865-2 | CFR05-T 21 PTS.1-99 R4-1-05; CODE OF FEDERAL REGUL | 386 | 842 | \$29,400 |
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| 59 869-056-00064-2 | 0-16-073867-9 | CFR05-T 21 PTS.170-199 R4-1-05; CODE OF FEDERAL RE | 346 | 693 | \$28,803 |
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| 67 869-056-00066-9 | 0-16-073869-5 | CFR05-T 21 PTS.300-499 R4-1-05; CODE OF FEDERAL RE | 351 | 971 | \$26,076 |
| 68 027-002-00505-8 | No ISBN | BIOGRAPHIC INFORMATION FORM NO. G325-A (2-24-04) | 74 | 921 | \$25,792 |
| 69 869-056-00077-4 | 0-16-073880-6 | CFR05-T 24 PTS.700-1699 R4-1-05; CODE OF FEDERAL R | 248 | 568 | \$24,827 |
| 70 048-204-00020-1 | No ISBN | 2004 IRS TAX PUBLICATION 334 | 1,990 | 2,589 | \$24,510 |
| 71 869-052-00061-2 | 0-16-072060-5 | CFR04-T 21 PTS. 1-99 R4-1-04; CODE OF FEDERAL REGU | 368 | 652 | \$24,277 |
| 72 869-052-00178-3 | 0-16-072177-6 | CFR04-T45 PTS 200-499 R10-1-04; CODE OF FEDERAL RE | 178 | 805 | \$23,800 |
| 73 869-052-00158-9 | 0-16-072157-1 | CFR04-T40 PTS 150-189 R7-1-04; CODE OF FEDERAL REG | 177 | 513 | \$23,693 |
| 74 869-056-00028-6 | 0-16-073831-8 | CFR05-T 10 PTS 51-199 R 1-1-05; CODE OF FEDERAL RE | 372 | 785 | \$23,606 |
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| 97 | 869-052-00157-1 | 0-16-072156-3 | CFR04-T40 PTS 136-149 R7-1-04; CODE OF FEDERAL REG | 190 | 385 | \$21,152 |
| 98 | 869-052-00191-1 | 0-16-072190-3 | CFR04-T 47 PT 20-39 R10-1-04; CODE OF FEDERAL REGU | 219 | 486 | \$20,723 |
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| | Sub | | Estimated | | |
|---------|---|---------------------------|-----------|-------------|-----------------|
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| CRUS | CUSTOM REGULATIONS OF THE UNITED STATES | Basic & 7 changes | 1,897 | \$ 175.00 | \$ 331,975 |
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| PAR | PARAMETERS: Journal of the US Army War College | QUARTERLY | 620 | \$ 26.00 | \$ 16,120 |
| LMAT | LIST OF MATERIALS TELECOMMUNICATION RUS | Basic & 11 Supplements | 78 | \$ 200.00 | \$ 15,600 |
| SHMET | STANDARD HIGHWAY SIGNS, Metric | Basic & 6 Revisions | 89 | \$ 163.00 | \$ 14,507 |
| MAR | MARINES | QTRLY/SPEC | 544 | \$ 26.00 | \$ 14,144 |

| | | | Sub | | Ĭ | Estimated |
|---------|---|----------------------|-----|-----------------------|----|-----------|
| List ID | Title | Frequency | Run | Price | | Revenue |
| ARES | AGRICULTURAL RESEARCH | MONTHLY | 274 | \$ 50.00 | \$ | 13,700 |
| JFQ | JOINT FORCE QUARTERLY | QUARTERLY | 640 | \$ 20.00 | \$ | 12,800 |
| AURE | AIR & SPACE POWER JOURNAL | QUARTERLY | 368 | \$ 32.00 | \$ | 11,776 |
| SOIB | STATISTICS OF INCOME BULLETIN | QUARTERLY | 220 | \$ 53.00 | \$ | 11,660 |
| LICI DM | CENTERS FOR MEDICARE AND MEDICAID SVCS (CMS), | MONITHI V | 55 | ¢ 244.00 | ¢. | 11.605 |
| HCLRM | CD LINDERGEA WAREARE | MONTHLY | 55 | \$ 211.00 \$ 25.00 | \$ | 11,605 |
| UWQ | UNDERSEA WARFARE | QUARTERLY | 445 | • | \$ | 11,125 |
| TSACD | HARMONIZED TARIFF SCHEDULES, CD | SEM-ANNU | 167 | \$ 65.00 \$ 40.00 | \$ | 10,855 |
| DSNL | STATE MAGAZINE | OTHER 11 | 269 | , | \$ | 10,760 |
| CPCSI | CURRENT POPULATION REPORTS, P20, 23, 60 | Irregularly | 133 | \$ 80.00 | \$ | 10,640 |
| MC03 | MONTHLY CATALOG OF GOVERNMENT PUBLICATIONS | | 166 | \$ 61.00 | \$ | 10,126 |
| TRBU | TREASURY BULLETIN | QUARTERLY | 219 | \$ 46.00 | \$ | 10,074 |
| SJRA | JOURNAL OF RESEARCH OF THE NIST | BIMONTHLY | 213 | \$ 47.00 | \$ | 10,011 |
| SCI03 | SUPREME CT OF THE US, IND SLIP OPINIONS | 80 Issues | 27 | \$ 320.00 | \$ | 8,640 |
| FB | FISHER BULLETIN | QTRLY | 179 | \$ 48.00 | \$ | 8,592 |
| ETF | ENGLISH TEACHING FORUM | QUARTERLY | 451 | \$ 19.00 | \$ | 8,569 |
| FDAV | FDA VETERINARIAN | BIMONTHLY | 462 | \$ 18.00 | \$ | 8,316 |
| SEABE | SEABEE | QUARTERLY | 330 | \$ 25.00 | \$ | 8,250 |
| AIP | AERONUATICAL INFORMATION PUBLICATION | Basic & 3Amendements | 67 | \$ 122.00 | \$ | 8,174 |
| FARCD | FEDERAL ACQUISITION REGULATION, CD | QUARTERLY | 100 | \$ 79.00 | \$ | 7,900 |
| PR | PUBLIC ROADS | BI-MONTHLY | 296 | \$ 26.00 | \$ | 7,696 |
| NCRR | NAT'L CREDIT UNION ADM. RULES & REGULATIONS | BASIC/SUPP. | 48 | \$ 155.00 | \$ | 7,440 |
| NSCN | NAVY SUPPLY CORPS NEWSLETTER | BIMONTHLY | 238 | \$ 31.00 | \$ | 7,378 |
| COFCM | CATALOG OF FEDERAL DOMESTIC ASSISTANCE, CD | SEMI-AN | 130 | \$ 54.00 | \$ | 7,020 |
| FAMER | FAMILY ECONOMICS | SEMI-AN | 455 | \$ 15.00 | \$ | 6,825 |
| ANAR | APPROACH, The Naval Aviation Safety Review | BIMONTHLY | 227 | \$ 29.00 | \$ | 6,583 |
| FHAR | FEDERAL MOTOR CARRIER SAFETY ADMIN REGISTER | DAILY | 7 | \$ 935.00 | \$ | 6,545 |
| NLRBW | WEEKLY SUMMARY OF NLRB CASES | WEEKLY | 26 | \$ 242.00 | \$ | 6,292 |
| JFTR1 | JOINT FEDERAL TRAVEL REGULATINS, V.1 | BASIC/SUPP. | 12 | \$ 519.00 | \$ | 6,228 |
| MSH | MEDICAL SUBJECT HEADINGS | ANNUAL | 90 | \$ 66.00 | \$ | 5,940 |
| ALOG | ARMY LOGISTICIAN | BIMONTHLY | 245 | \$ 23.00 | \$ | 5,635 |
| FRSU | FEDERAL REGISTER SUBJECT INDEX | MONTHLY | 178 | \$ 30.00 | \$ | 5,340 |
| LJS | LIST OF JOURNALS INDEXED FOR MEDLINE | ANNUAL | 152 | \$ 35.00 | \$ | 5,320 |
| TAC | US TAX COURT REPORTS | MONTHLY | 113 | \$ 47.00 | \$ | 5,311 |
| SPW | SPECIAL WARFARE | QUARTERLY | 252 | \$ 21.00 | \$ | 5,292 |
| QFR | QRTLY FIN REPORT FOR MANUF, MINING, AND TRADE | QUARTERLY | 89 | \$ 58.00 | \$ | 5,162 |
| FPQ | FEDERAL PROBATION | TRI-ANNUAL | 319 | \$ 16.00 | \$ | 5,104 |
| AWS | NATIONAL COMPENSATION SURVEY | 80 Issues | 15 | \$ 320.00 | \$ | 4,800 |
| FCN | FIRE MANAGEMENT NOTE | QUARTERLY | 218 | \$ 19.00 | \$ | 4,142 |
| ARLAW | ARMY LAWYER | MONTHLY | 81 | \$ 50.00 | \$ | 4,050 |
| SW | SURFACE WARFARE | QUARTERLY | 262 | \$ 15.00 | \$ | 3,930 |
| FORT | FORTITUDINE | QUARTERLY | 259 | \$ 15.00 | \$ | 3,885 |
| FMSHD | FEDERAL MINE SAFETY AND HLTH REVIEW COMM DEC | MONTHLY | 33 | \$ 116.00 | \$ | 3,828 |
| MPJ | MILITARY POLICE | SEMI-ANN | 278 | \$ 13.00 | \$ | 3,614 |
| CRM | CONGRESSIONAL RECORD, Microfiche | DAILY | 24 | \$ 146.00 | \$ | 3,504 |
| | · | | | <u> </u> | | - |
| SAFRE | CONSUMER PRODUCT SAFETY REVIEW | QUARTERLY | 194 | \$ 18.00 | \$ | 3,492 |

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| List ID | Title | Frequency | Run | Price | | Revenue |
| NFC | RURAL COOPERATIVES | BI-MONTHLY | 151 | \$ 23.00 | \$ | 3,473 |
| LOCID | LOCATION IDENTIFIERS, 7350.7 | TRIANNUAL | 86 | \$ 39.00 | \$ | 3,354 |
| ARAB | ARMY AL&T | BIMONTHLY | 144 | \$ 21.00 | \$ | 3,024 |
| PSPMM | PS, THE PREVENTIVE MAINTAINCE MONTHLY | MONTHLY | 67 | \$ 45.00 | \$ | 3,015 |
| CTH | CONTRACTIONS, 7340.1 | Basic & 3 Changes | 22 | \$ 127.00 | \$ | 2,794 |
| TENG | ENGINEER | QUARTERLY | 135 | \$ 19.00 | \$ | 2,565 |
| FSH | FLIGHT SERVICES | Basic & 3 Changes | 32 | \$ 80.00 | \$ | 2,560 |
| NRCI | NUREG ISSUANCE, 0750 | MO/QT/SEM-A | 21 | \$ 111.00 | \$ | 2,331 |
| TTACK | COMBAT EDGE | MONTHLY | 45 | \$ 51.00 | \$ | 2,295 |
| AMBER | AMBER WAVES | QTR+1 | 53 | \$ 38.00 | \$ | 2,014 |
| MWL | MARINERS WEATHER LOG | TRI-ANN | 105 | \$ 19.00 | \$ | 1,995 |
| MILR | MILITARY LAW REVIEW | QUARTERLY | 99 | \$ 20.00 | \$ | 1,980 |
| CUSHR | CALNDRS OF THE US HOUSE OF REP AND HIST OF LEG | WEEKLY | 5 | \$ 368.00 | \$ | 1,840 |
| CPRHE | CURRENT POPULATION REPORTS, P70 | Irregularly | 87 | \$ 21.00 | \$ | 1,827 |
| MFR | MARINE FISHERIES REVIEW | QUARTERLY | 80 | \$ 21.00 | \$ | 1,680 |
| FA | AGEXPORTER | MONTHLY | 101 | \$ 16.00 | \$ | 1,616 |
| LCGPD | LIST OF CLASSES OF US GOVT PUBLICATIONS | SEMI-ANNUAL | 80 | \$ 20.00 | \$ | 1,600 |
| ACJ | CML, ARMY CHEMICAL REVIEW | SEMIANNUAL | 115 | \$ 13.00 | \$ | 1,495 |
| WASDE | WORLD AGRICULTURE SUPPLY AND DEMAND EST | MONTHLY | 27 | \$ 53.00 | \$ | 1,431 |
| AFJL | AIR FORCE JOURNAL OF LOGISITCS | QUARTERLY | 91 | \$ 15.00 | \$ | 1,365 |
| EINS | DOE THIS MONTH | MONTHLY | 32 | \$ 42.00 | \$ | 1,344 |
| DDO | DIRECTORY OF DCAA OFFICES | SEMIANNUAL | 43 | \$ 30.00 | \$ | 1,290 |
| ARM | ARMY RESERVE MAGAZINE | QUARTERLY | 84 | \$ 15.00 | \$ | 1,260 |
| JLR | AIR FORCE LAW REVEW | SEMIANNUAL | 54 | \$ 23.00 | \$ | 1,242 |
| FLT | FOREIGN LABOR TRENDS | 25 Issues | 49 | \$ 24.00 | \$ | 1,176 |
| NCE | NAVY CIVIL ENGINEER | QUARTERLY | 69 | \$ 17.00 | \$ | 1,173 |
| MTSRO | MONTHLY TREASURY STATEMENT | MONTHLY | 19 | \$ 58.00 | \$ | 1,173 |
| CPCQ | NATIONAL CENTER FOR PTSD CLINICAL QUARTERLY | QUARTERLY | 72 | \$ 15.00 | \$ | 1,080 |
| AIRR | CITIZEN AIRMAN | BIMONTHLY | 56 | \$ 19.00 | \$ | 1,064 |
| TMF | MOBILITY FORUM | BI-MONTHLY | 37 | \$ 28.00 | \$ | 1,036 |
| CDPF | CDP (Chronic Disease Prevention) FILE, CD | QUARTERLY | 10 | | \$ | 1,000 |
| QPB | QUARTERMASTER PROFESSIONAL BULLETIN | QUARTERLY | 49 | \$ 20.00 | \$ | 980 |
| AFOC | AIR FORCE COMPTROLLER | QUARTERLY | 64 | \$ 15.00 | \$ | 960 |
| USNM | NAVY MEDICINE | BIMONTHLY | 40 | \$ 23.00 | \$ | 920 |
| CONTIN | PTSD (Post Traumatic Stress Disorder) RESEARCH | DIMONTILI | 70 | Ψ 25.00 | Ψ | 320 |
| PTSDQ | QTRLY | QUARTERLY | 53 | \$ 15.00 | \$ | 795 |
| RESR | NCRR REPORTER | QRTLY/INDEX | 44 | \$ 15.00 | \$ | 660 |
| CCRAR | CONSTRUCTIN REPORTS, C50 | QUARTERLY | 37 | \$ 16.00 | \$ | 592 |
| NCOJ | NCO JOURNAL OCCUPATIONAL SAFETY & HEALTH REVIEW COMM. | QUARTERLY | 35 | \$ 16.00 | \$ | 560 |
| OHRCD | CD C | TRI-ANNUAL | 11 | \$ 32.00 | \$ | 352 |
| СНМА | CURRENT HOUSING REPORTS, H130 | QUARTERLY | 14 | \$ 18.00 | \$ | 252 |
| TR | REPORTER | QUARTERLY | 9 | \$ 15.00 | \$ | 135 |
| AFCE | AIR FORCE CIVIL ENGINEER | QUARTERLY | NEW | \$ 24.00 | | |
| P1091 | PUBLIC LAWS | IRREGULAR | NEW | \$ 317.00 | | |
| | TOTALS | | 99,605 | | \$ | 3,825,931 |

Electronic Products

A list of electronic products for sale can be found at: http://bookstore.gpo.gov/eproducts/index.html.

Retail:

Electronic products sold mainly to members of the general public include sections of publications (such as a *CFR* part), applications (e.g. the *Savings Bond Wizard*), data sets (e.g. Census spreadsheets), and electronic media (e.g. "maps"). These products are delivered through tangible storage devices, such as diskettes and CDs. These products are not to be confused with material published by Federal agencies in CD-ROM format which are separate and considered part of the tangible sales publication line.

Wholesale:

Products available for sale include the original coded versions of documents or sets of documents, primarily purchased by business customers and repackaged and resold. The information content, which includes the *Federal Register*, *Code of Federal Regulations*, *Congressional Record* and other databases, is "pushed" to customers in either ASCII or SGML formats on a subscription basis. No stock is available on hand at GPO for filling orders, as each product is created on demand.

Appendix E Standing Orders

GPO provides customers with an opportunity to place orders for publications they wish to receive automatically when they become available. These may be for a specific title or for any item in a group of related materials that they are interested in receiving. GPO securely stores the customer's payment information that will be used to process these orders. Customer information is periodically updated to ensure address and payment information is valid. Customers can cancel standing orders at any time.

As of August 31, 2005, there were a total of 9,123 Standing Order customers resulting in sales revenue of approximately \$1.2 million.

The following is GPO's standing order lists as of 9/16/2005. List IDs with no standing orders or copies (denoted by shading) are all recently added offerings.

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|---------|--|--------------------|--------|
| List ID | Title | Standing Orders | Copies |
| ZAS | Agricultural Statistics. | 88 | 94 |
| ZAIAL | Air Almanac. | 12 | 18 |
| ZAPDP | Analysis of the President's Budgetary Proposals | | |
| ZHS3 | Analytical Studies. | 74 | 75 |
| ZBEO | Annual Energy Outlook | | |
| ZERV | Annual Energy Review | | |
| ZH150 | Annual Housing Survey: United States and Regions. | 17 | 17 |
| ZAENA | Astronomical Almanac. | 84 | 125 |
| ZAPH | Astronomical Phenomena | | |
| ZBEO | Budget and Economic Outlook | | |
| ZBUSG | Budget of the U.S. Government, Fiscal Year. | 170 | 183 |
| ZBUSA | Budget of the US Government Appendix | | |
| ZBAP | Budget: Analytical Perspectives | | |
| ZBHT | Budget: Historical Tables | | |
| ZCFL | Campaign Finance Law | | |
| ZAES | Census of Population and Housing | 8 | 8 |
| ZNS6 | Cognition and Survey Measurements. | | |
| ZHS5 | Comparative International Vital and Health | 25 | 25 |
| ZHS16 | Compilations of Advance Data From Vital and Health | 10 | 10 |
| ZHS24 | Compilations of Data on Natality, Marriage, Divorce | 7 | 8 |
| ZCE | Condition of Education, Volumes 1 and 2. | 61 | 64 |
| ZCDC | Congressional Directory (cloth). | 133 | 209 |
| ZCD | Congressional Directory (paper). | 252 | 361 |
| ZCDA | Congressional District Atlas. | 45 | 52 |
| ZCWMP | Congressional Districts of the (Congressional Session) Wall Map | | |
| ZCPD | Congressional Pictorial Directory | | |
| ZCRBD | Congressional Record (cloth edition). | 8 | 8 |
| ZCHRP | Country Reports on Human Rights Practices | | |

| List ID Title Orders Copies ZCS Country Studies. 32 33 ZCIM Cumulated Index Medicus. 32 33 CUSTOMS Bulletin: Treasury Decisions Under Customs and Other Laws (bound) Customs and Other Laws (bound) 56 ZHS11 Data Erom the National Health Examination Survey. 3 3 ZHS11 Data From the National Health Examination Survey. 84 84 ZHS13 Data From the National Health Survey. 2 2 2 ZHS23 Data From the National Survey of Family Growth. 50 51 11 ZHS23 Data on Health Resources Utilization. 108 109 1109 ZHS21 Data on Natality. 81 81 81 ZHS21 Data on Natality. Marriage and Divorce. 56 56 56 ZDDNL Decisions of the Comptroller General (bound and properts) 74 80 80 ZDOGB Decisions of the Comptroller General (bound and properts) 11 11 11 11 11 11 11 11 </th <th></th> <th></th> <th>Standing</th> <th></th> | | | Standing | |
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| ZCBTD Customs and Other Laws (bound) ZHS2 Data Evaluation and Methods Research. 56 57 ZHS10 Data From the National Health Examination Survey. 3 3 ZHS10 Data From the National Health Interview Survey. 84 84 ZHS15 Data From the National Survey of Family Growth. 50 51 ZHS23 Data From the National Survey of Family Growth. 50 51 ZHS210 Data on Health Resources Utilization. 108 109 ZHS210 Data on Mortality. 81 81 81 ZHS210 Data on Mortality. 81 | ZCIM | | 32 | 33 |
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| | ZP94B | Publication 1194B | | |

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| Z040C | F-1040 Schedule C | | |
| Z040C | F-1040 Schedule D | | |
| Z040E | F-1040 Schedule E | | |
| Z40EI | F-1040 Schedule EIC | | |
| Z040F | F-1040 Schedule F | | |
| Z40SE | F-1040 Schedule SE | | |
| ZP40A | F-1040 A | | |
| Z40ES | F-1040 ES (OTC) | | |
| Z40EZ | F-1040 EZ | | |
| Z040X | F-1040 X | | |
| ZP041 | F-1041 | | |
| ZP065 | F-1065 | | |
| Z65K1 | F-1065 Schedule K-1 | | |
| Z1120 | F-1120 | | |
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| Z4868 | F-4868 | | |
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| ZCF08 | Title 8, Aliens and Nationality. | 21 | 28 |
| ZCF09 | Title 9, Animals and Animal Products. | 15 | 19 |
| ZCF10 | Title 10, Energy. | 20 | 24 |
| ZCF12 | Title 12, Banks and Banking. | 31 | 66 |
| ZCF14 | Title 14, Aeronautics and Space. | 54 | 64 |
| ZCF15 | Title 15, Commerce and Foreign Trade. | 4 | 8 |
| ZCF16 | Title 16, Commercial Practices. | 23 | 57 |
| ZCF17 | Title 17, Commodity and Security Exchanges. | 23 | 27 |
| ZCF18 | Title 18, Conservation of Power and Water Resources. | 25 | 42 |
| ZCF19 | Title 19, Customs Duties. | 24 | 36 |
| ZCF20 | Title 20, Employees' Benefits. | 30 | 36 |
| ZCF21 | Title 21, Food and Drugs. | 92 | 158 |
| ZCF22 | Title 22, Foreign Relations. | 15 | 20 |
| ZCF24 | Title 24, Housing and Urban Development. | 37 | 43 |
| ZCF25 | Title 25, Indians. | 18 | 48 |
| ZCF26 | Title 26, Internal Revenue. | 5 | 7 |
| ZCF28 | Title 28, Judicial Administration. | 5 | 7 |
| ZCF29 | Title 29, Labor. | 65 | 67 |
| ZCF30 | Title 30, Mineral Resources. | 12 | 14 |
| ZCF33 | Title 33, Navigation and Navigable Waters. | 28 | 33 |
| ZCF36 | Title 36, Parks, Forests and Public Property. | 8 | 12 |

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| ZCF38 | Title 38, Pensions, Bonuses and Veterans' Relief. | 20 | 28 |
| ZCF40 | Title 40, Protection of Environment. | 71 | 89 |
| ZCF41 | Title 41, Public Contracts and Property Management. | 11 | 13 |
| ZCF42 | Title 42, Public Health. | 36 | 40 |
| ZCF43 | Title 43, Public Lands, Interior. | 11 | 15 |
| ZCF45 | Title 45, Public Welfare. | 22 | 53 |
| ZCF46 | Title 46, Shipping. | 13 | 16 |
| ZCF47 | Title 47, Telecommunication. | 34 | 65 |
| ZCF48 | Title 48, Federal Acquisition Regulations System. | 5 | 7 |
| ZCF49 | Title 49, Transportation (Regulations of the | 52 | 62 |
| ZCF50 | Title 50, Wildlife and Fisheries. | 8 | 9 |
| ZTFUS | Treaties in Force: A List of Treaties and Other | 101 | 108 |
| ZCODE | U.S. Code (Base set is clothbound and the annual | 65 | 85 |
| ZCSS7 | U.S. Congressional Serial Set: 107th Congress | 6 | 6 |
| ZCSS8 | U.S. Congressional Serial Set: 108th Congress | 6 | 6 |
| ZSUR | U.S. Court of International Trade Reports. | 17 | 18 |
| ZSCRB | U.S. Reports (cloth). | 82 | 96 |
| ZTSI | U.S. Trade Shifts in Selected Industries, Annual | 2 | 2 |
| ZTIA | U.S. Treaties and Other International Agreements. | 31 | 34 |
| ZHRTD | US House of Representatives Telephone Directory | | |
| ZSETD | US Senate Telephone Directory | | |
| ZWTPC | We the People Calendar | | |
| ZZWSA | Weapon Systems, US Army | | |
| ZWIRE | Wiretap Report | | |
| ZNBIF | World Factbook. | 159 | 184 |
| ZWME | World Military Expenditures. | 84 | 104 |

Appendix F Legislative Guidelines

Title 44

As representative of GPO, Offeror will be required to adhere to authorizing legislation in *U.S. Code*, *Title 44*, *Public Printing and Documents*. Specific sections that pertain to the sale and distribution of government documents include, but are not necessarily limited to Chapters 15, 17 and 19.

Chapter 15, Section 1504 addresses the printing and pricing of the *Federal Register* and *Code of Federal Regulations*, which are **Official Journals of Government**. Chapter 17 addresses the "*Distribution and Sale of Public Documents*." Chapter 19 addresses the **Federal Depository Library Program** (FDLP) activities including selection and distribution of FDLP material.

The following sections have been detailed to highlight issues that have been presented in the RFP:

Printing (Section 1705):

GPO has the authority to "print additional copies of a Government publication, not confidential in character, required for sale to the public." As the publishing agency is responsible for make ready and/ or setup costs for their publication, the printer accords a favorable "additional rate" to GPO for their copies.

Reprints (Section 1707):

Publications may be reprinted subject to approval of the publishing agency. (Note: If Offeror does not use GPO printing procurement services and chooses to do his own printing, this would be considered a reprint and would still require publishing agency approval). Print on demand copies are also considered reprints.

Pricing and Discounts (Section 1708):

Prices for publications are set by the Superintendent of Documents and are based on the "cost as determined by the Public Printer plus 50%".

The 25% cap on discounts to book dealers and quantity purchasers has been eliminated. The Superintendent of Documents now sets discounts.

Appendix G Deposit Accounts

Deposit accounts allow customers to place money in a GPO held account at any time for the purpose of purchasing products in the future. The customer uses their 7-digit depository account number when ordering as payment. The availability of funds is verified prior to processing the order. The customer receives a depository statement once a month regardless if account activity has occurred. Currently there are over 8,600 active deposit accounts with a current balance of approximately \$4 million.



Appendix H Official Journals and GPO In-House Products

Official Journals are those journals of record that are required to be printed through the U.S. Government Printing Office as the official source for Federal Government legislations, or regulations. In addition, there are publications that are critical in the ability of government to function and due to the required production schedule; they must be printed by GPO. The following is a preliminary list of materials that fall into these categories.

Official Journals

Congressional Record
Congressional Record Index
Federal Register
Federal Register Index
Weekly Compilation of the Presidential Documents

GPO In-House Products

Code of Federal Regulations Committee Prints Congressional Bills Congressional Reports Economic Indicators House Calendar (Daily Issue) House Calendar (Monthly Issue) House Committee Hearings List of Sections Affected Official Gazette (Trademark) Patent and Trademark Notices Senate Calendar Senate Committee Hearings Statutes at Large United States Code United States Reports

Appendix I Base ONIX Records

The following is a sample base ONIX record prepared by the GPO.

ONIX FEED REQUIRED FIELDS INFORMATION TEMPLATE

Company/Publisher: U.S. Government Printing Office

Title: Occupational Outlook Handbook

Subtitle: 2006-07 Edition

Author: U.S. Bureau of Labor Statistics

(Note: if no actual author, GPO is using the publishing agency as the author)

Edition: 2006-07

(Note: Number, Revised, Revised and Expanded, etc.) **Previous Edition ISBN**: 0-16-051553-X (Cloth)
0-16-051554-8 (Paper)

Previous Edition First Published: 2004

Previous Edition Out of Print effective: February 2006

Media: Book Format: Trade paperback, cloth

(Note: Media: Book, CD, Pamphlet, Poster, etc.)

Format: Trade Paperback, Cloth, Library Binding, Spiral, etc.) ISBN: I believe GPO has always assigned ISBN

(NOTES: Document if Agency prefers GPO to assign ISBN or if Agency has ISBN. If agency has ISBN for product, please detail ISBN in this document. If multiple formats are published/printed at the same time, I will need separate ISBNs for each format type. —Examples — paperback and hardcover; paperback, hardcover, spiral, CD)

List Price:

Trim Size: 8.5 X 11

Page Count: Approximately 700

Illustrations black & white: Not yet determined

Illustrations 2color: 0 # Illustrations 4color: 0

Series Title: Volume #: Age Range: Audience:

BISAC CATEGORIES:

Initial Print Oty:

Pub Month: February **Pub Year**: 2006

Season: Winter **Release Date**:

Website: http:bookstore.gpo.gov

Product Description: (one to two paragraphs, bulleted items OK)

The *Occupational Outlook Handbook* is a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions

about their future work lives. Revised every two years, the *Handbook* describes what workers do on the job, working conditions, the training and education needed, earnings, and expected job prospects in a wide range of occupations.

Table of Contents:

Audience for Book:

Example:

- Persons seeking to start or change their careers
- Career guidance counselors
- College/university libraries
- High school libraries
- Public libraries
- General public

Author Bio:

The Bureau of Labor Statistics (BLS) was established in 1884 as the principal fact-finding agency for the Federal Government in the broad field of labor economics and statistics. The BLS is an independent national statistical agency that collects, processes, analyzes, and disseminates essential statistical data, including occupational projections.

In 1948, Commissioner of Labor Statistics Ewan Clague announced that an *Occupational Outlook Handbook* (OOH) was being made available. The first edition was published in 1949. BLS relied on the financial support of the Veterans' Administration to produce a second edition of the *Handbook* in 1951. Four years later, Congress provided for a program of regular reappraisal of the employment outlook. This led to the third edition of the *OOH* in 1957 and subsequent biennial revisions. The Bureau of Labor Statistics produced subsequent editions of the *OOH* in 1959, 1961, 1963–64, and, biennially, in even-numbered years starting with 1966 and on up to the current edition.

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Publicity:

Appendix J Historically Significant Publications

Currently information products having historical significance are retained indefinitely in the Sales inventory of the Superintendent of Documents. A Sales product that has historical significance is one that documents or reflects major historical initiatives or activities of lasting importance carried out by the Federal Government, its branches or its agencies. The following is a list of items that have been designated as Historically Significant:

| Stock Number | Title | Price |
|-----------------|---|--------------|
| 052-071-00823-3 | S.C. Doc:100-20 The Senate 1789-1989 Addresses on the History of the U.S. Senate | \$ 56.00 |
| 052-071-00856-0 | S.C. DOC: 100-20 The Senate 1789-1989 Addresses on the History of the U.S. Senate | \$ 55.00 |
| 052-071-00857-8 | S.C. DOC: 100-35 Senate Historical Almanac | \$ 28.00 |
| 052-071-00995-7 | S. SOC: 100-20 The Senate 1789-1992, Vol. 4 Bicentennial | \$ 45.00 |
| 052-071-01048-3 | S. SOC: 100-20 The Senate 1789-1992, Vol. 3 | \$ 69.00 |
| 052-071-01072-6 | S. DOC: 103-23 The Senate of the Roman Republic | \$ 17.00 |
| 052-071-01131-5 | S. DOC: Senators of the U.S. A Historical Bibliography | \$ 31.00 |
| 052-071-01157-9 | S. DOC: 103-6 The Constitution of the U.S. America, Analysis and Interpretation* | \$ 148.00 |
| 052-071-01158-7 | S. DOC: The Constitution of the U.S. America - Supplement | \$ 6.50 |
| 052-071-01227-3 | S. DOC 104-26 Vice Presidents of the U.S. 1789-1993 | \$ 50.00 |
| Various | Handbook of North American Indians (20 Volume Set) | Various |
| Various | Letters of Delegates to Congress | Various |
| Various | Official Congressional Record – Impeachment Set | Various |
| Various | Public Papers of the President | Various |

^{*}GPO's latest edition

Appendix K Outline of Statement of Work

Introduction/Background

- This section identifies the need for this particular work, cites the contract's goals, describes the location of the work, and identifies how the contract work fits into the GPO's mission and goals.
- This section should consist of no more than three to four paragraphs.

Objectives

- These are well-defined statements of the results to be achieved in order for the overall mission of the work to be accomplished.
- The objectives should be quantifiable criteria that must be met for the work to be considered successful.

Scope of Work

- This section briefly states what the scope of work does and does not cover. The scope of work paragraph should be limited to what is necessary to convey the intent of the contract.
- It includes an outline of the extent of the work, a brief overview of the steps of the project, a brief description of the methodology to be used, and a description of the location of the work.

Task Identification

For each of the 4 Components identified in the RFP the Offeror should include the following:

- Tasks are activities and milestones that need to be completed to accomplish the contract objectives. Tasks can be structured by milestones, deliverables, or processes but should be identified using Contract Line Item Numbers (CLINs).
- Include the following in this section:
 - A clear delineation of responsibilities
 - A detailed description of each work element
 - The approach or methodology
 - Timelines and deliverable requirements with each task description
 - GPO support in terms of equipment, staffing, computers, software, or subcontractors, as applicable
 - Identification of documentation that must be followed or used as guidelines
 - Clear instruction of contract phasing or sequencing, if necessary

Time Frames and Deliverables

- Specify time frames as they apply to completion of tasks, milestones, and/or completion of the entire contract.
- State what the contractor is responsible for delivering during the course of the work and at the end of the project, as applicable.

- Deliverables should:
 - Be specific
 - Have clear instructions regarding their submission
 - Clearly define the manner in which the GPO will determine if they are acceptable

Other Factors to Consider in SOW Preparation

- Contract location
- GPO responsibilities
- Contractor responsibilities
- Acceptance testing
- Proposed contractor options/alternatives
- Stop/go decisions
- Cost benefit analysis and implementation recommendations
- Deliverables and billing information should be linked to the specific CLINs